

## SYSTEM OVERVIEW

Introduction to QUEST	<p>QUEST (Quality Unemployment System Transformation) will be the completely re-engineered Revenue and Benefits system, providing Employers, Third Party Administrators and claimants with a fast, interactive web-enabled way to transact business with DUA. The scope of QUEST includes the two major systems namely, Revenue and Benefits. While the features of the Revenue system will be available from December 7, 2009 for the use of Employers and Third Party Administrators, the Benefits system is expected to go live in 2011.</p> <p>The scope of this user guide is limited to the Revenue System and is intended for use by Employers accessing QUEST. If you are a Third Party Administrator (TPA) looking for information specific to your role as a TPA, please refer to the self service user guide for Third Party Administrators.</p>
REVENUE System	<p>The DUA QUEST Revenue System will automate the Registration, Wage and Employment Reporting, Tax Calculation and Payment processes and facilitate these time-saving improvements for employers:</p> <ul style="list-style-type: none"><li>• Employers will be able to get complete up-to-date account information and access and maintain their accounts online, via self service.</li><li>• Wage and Employment filings, UI and UHI Tax filings can be completed in a single process.</li><li>• Large Employers and/or Third Party Agents will be able to file electronically and process multiple records at the same time.</li><li>• Smaller Employers will be able to use online processing for quarterly tax filing and upload documents using specified formats.</li><li>• Employers and Third Party Administrators will be able to make secure online payments.</li></ul>
Disclaimer:	<p>The purpose of this user guide is to help Employers to navigate the QUEST system. It should not be used as a reference for Unemployment Insurance Program policies and procedures. Please refer to the DUA website at <a href="http://www.mass.gov/dua">www.mass.gov/dua</a> for Unemployment Insurance Program Policies and Procedures.</p>